Georgia Strategic Planning for Information Technology

GTA Enterprise Strategic Planning
Contact: Joe Coberly
404-463-8134
joe.coberly@gta.ga.gov

May 3 & 5, 2010

Georgia Strategic Planning for IT – Conference Agenda – May 3 & 5, 2010

| Time	Description	Presenter
9:10 – 9:30 am	**Meet and Greet**	**All**
9:30 – 9:40 am	**Welcome – Patrick Moore** Administrative Announcements – Joe Coberly	**Patrick Moore – State Chief Information Officer**
9:40 – 10:00 am	**Georgia Strategic Planning for IT**	**Mike Curtis – GTA Director of Planning**
10:00 – 10:20 am	**Georgia Strategic Planning**	**Richard Young– OPB Director of Strategic Planning**
10:20 – 11:00 am	**Agency Business Vision to Enterprise IT Action**	**Joe Coberly – EGAP Strategic Planning**
11:00 – 11:10 am	**BREAK**	**All**
11:10-11:20	**Sharing IT Intelligence**	**Joe Coberly – EGAP Strategic Planning**
11:20 – 11:40am	**• EPMO and Strategic Planning Information**	**Nancy Parrott – EPMO**
11:40– 12:00 pm	**• Building a Technology Plan**	**Chris McClendon – GTA Technology Architect**
12:00 – 12:20pm	**Closing Statements** *(what we need, what's the value to you)*	**Mike Curtis – GTA Director of Planning**
	DEPART	**All**

<u>Links:</u>
Conference Directions: http://gta.ga.gov/00/channel_modifieddate/0,2096,1070969_1191608,00.html
Conference Parking: http://www.parking.gba.ga.gov/t2/GBAParkingMap.pdf
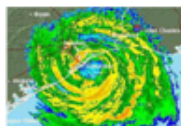
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Strategic Planning Conference

- **Target Audience: Agency CIO and Strategic Planning Coordinator**

- **Topics Covered:**
    - Strategic Planning in Georgia
    - Getting IT information into the Strategic Plan
    - Extracting IT Information
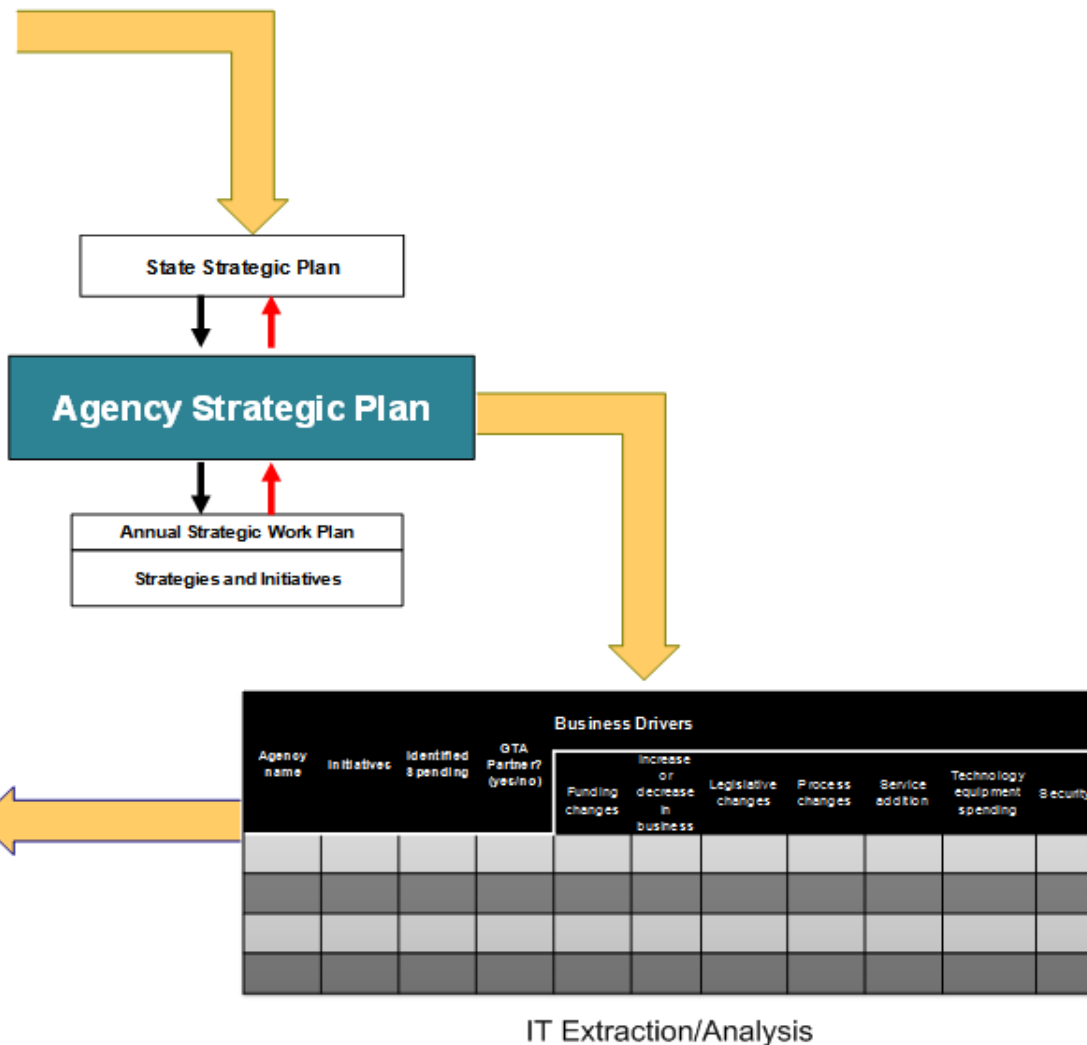   - Sharing Information for Better Decisions
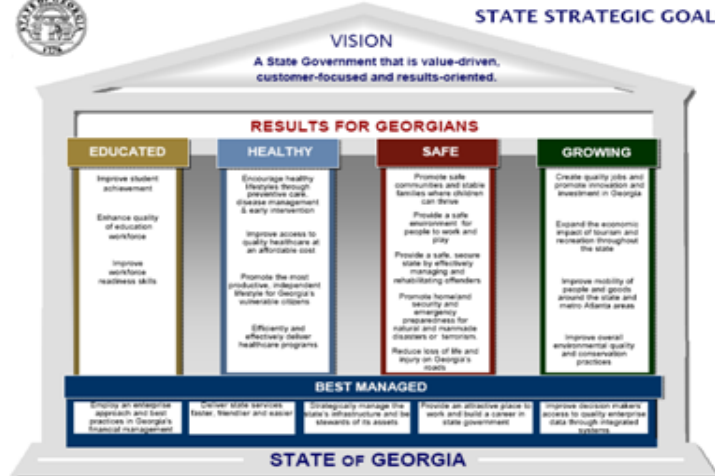
Strategic Planning for IT

IT Strategic Planning has Changed

- **In the Past**
  - Every agency submits an IT Strategic Plan
  - GTA reviews plan
  - Plan filed until needed
- **Currently**
  - Agencies submit a single strategic plan that includes IT-dependency on strategies
  - Agencies do not need to submit a separate IT plan
  - Agency IT leads should be fully engaged in the strategic planning process

Georgia's Strategic Planning Process Overview

Governor's Office of Planning and Budget

May 2010

planning@opb.state.ga.us

How We Got Here

Integrated Planning Process

5 Plans

1 Process

- **Consolidates multiple planning processes.**

- **A centralized web-based system is used to collect planning information.**

Planning Process	Lead Agency	Legal Authority
Strategic Planning Process	OPB	45-12-73
State Strategic Plan	OPB	45-12-73
Agency Strategic Planning	OPB	45-12-175
Information Technology	GTA	50-25-4
Workforce Planning	SPA	45-20-1(e)
Capital Improvements	OPB	45-12-73 (6)
Customer Service	OCS	EO 1.25.06.01
Space Management	SPO	50-16-35

Coordinated Planning

- **Emphasize coordinated planning among the support functions within an agency and across the state.**

- **Coordination with the budget, human resource, information technology, and facility staff is a necessary part of the planning process.**

Topics

- **State Strategic Planning Framework**

- **Agency Planning Framework**

- **Plan Review Process**

- **Planning and Decision Making**

State Strategic Planning Framework

Strategic Initiatives

Ongoing Operations
(Whirlwind)
(The Base)

State Planning Framework

State Strategic Plan
(Goals and Statewide Indicators)

Agency goals should align to state goals

Agency Strategic Plan
(Includes resource planning for: IT, Staffing, Facilities/Space)

3-year timeframe

Annual Strategic Implementation Plan

1-year timeframe

Agency Activities and Operations

Improvements 2004-2010

- **Policy Collaborative Process**
- **Agency Flexibility**
- **Database**

STATE STRATEGIC GOALS

VISION
A State Government that is value-driven, customer-focused and results-oriented

RESULTS FOR GEORGIANS

EDUCATED	HEALTHY	SAFE	GROWING
Improve student achievement	Encourage healthy lifestyles through preventive care, disease management and early intervention	Promote safe communities and stable families where children can thrive	Create quality jobs and promote innovation and investment in Georgia
Enhance quality of education workforce	Improve access to quality healthcare at an affordable cost	Provide a safe environment for people to work and play	Expand the economic impact of tourism and recreation throughout the state
Improve workforce readiness skills	Promote the most productive, independent lifestyle for Georgia's vulnerable citizens	Provide a safe, secure state by effectively managing and rehabilitating offenders	Improve mobility of people and goods around the state and metro Atlanta areas
	Efficiently and effectively deliver healthcare programs	Promote homeland security and emergency preparedness for natural and manmade disasters or terrorism	Improve overall environmental quality and conservation practices
		Reduce loss of life and injury on Georgia's roads	

BEST MANAGED

Employ an enterprise approach and best practices in Georgia's financial management	Deliver state services faster, friendlier, and easier	Strategically manage the state's infrastructure and be stewards of its assets	Provide an attractive place to work and build a career in state government	Improve decision makers' access to quality enterprise data through integrated systems

STATE OF GEORGIA

HEALTHIER GEORGIA

HEALTHY LIFESTYLES　　**ACCESS/SAFETY NET**　　**LOCAL SERVICES**　　**DELIVERY SYSTEMS**

Goal 1　Improve healthy lifestyles through preventive care, disease management, early intervention and disparities elimination

Indicators

- a) Percent of Georgians who are obese
    - i) Adults
    - ii) Youth
- b) Percent of Georgians who have a preventive cancer screening for:
    - i) Breast cancer
    - ii) Cervical cancer
    - iii) Colorectal cancer
- c) Percent of Georgians who smoke
    - i) Adults
    - ii) Youth
- d) Percent of low birth weight babies

Goal 2　Improve access to quality health care at an affordable cost and enhance the state's safety net infrastructure

Indicators

- a) Percent of uninsured Georgians
- b) Number of physicians by primary care specialty in Georgia (per 100,000 population)
- c) Number of federally qualified health centers, safety net clinics and community health centers per capita
- d) State and federal investments in rural health initiatives

Goal 3　Promote the most productive, independent lifestyle for vulnerable citizens

Indicators

- a) Number of Medicaid 1915 (c) Home and Community Based Waiver enrollees in Georgia
- b) Number of developmentally disabled consumers served in state or community institutions
- c) Utilization of state hospital and community services by mental health consumers
- d) Number enrolled in Community Care Service Program (CCSP) for older Georgians

Goal 4　Increase efficiency and effectiveness in delivery of health care programs

Indicators

- a) Percent change in the annual health care expenditures on state managed programs compared to state revenue growth and clients served *(future measure)*
- b) Medicaid expenditure per enrollee in Georgia
- c) Percent of hospital and emergency department visits reduced by disease management and case management contracts *(future measure)*

Note: *Future measure* indicates measures where data collection is in the preliminary stages and as such, is a developing measure that will be tracked in future years.
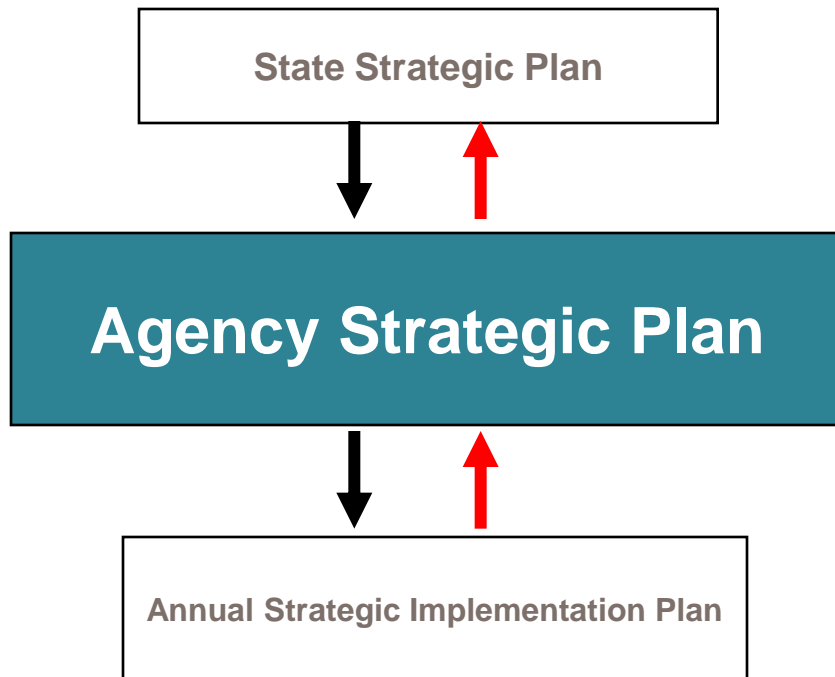
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Agency Planning Framework

- **Three-year timeframe**

- **Align to the state plan**

- **Planning model that works best for the agency**

Agency Plan

State Strategic Plan

↓ ↑

Agency Strategic Plan

↓ ↑

Annual Strategic Implementation Plan

Timeframe:
- **3-year plan**
- **Agency annually reassesses**

Reported Content:
- **Mission**
- **Vision**
- **Enterprise Issues, Barriers, Opportunities**
- **Goals**
  - Alignment to State Goal
  - Measurable Objectives and other measures
    - Strategies
      - Description and Impact
      - Cost estimate/order of magnitude
      - When will you do it?
      - Benefit to customers
      - Impact on staffing?
      - **Impact on IT?**
      - Impact on facilities/space?
      - What budget programs are impacted?
      - Key Partners

Used By:
- **Agency to lead and communicate direction**
- **Document agency's contribution toward a state strategy**
- **OPB, GTA, SPA, SPC for statewide planning**
- **Stakeholders to see agency strategic priorities**

Strategic Planning Timelines for Calendar Year 2010

FY 2010 Planning Cycle		FY 2011 Planning Cycle	
Activity	**Date**	**Activity**	**Date**
January 2010			
Mid-year Report Due	1/31/2010		
February 2010			
Agency Mid-year Report Information Sent to Enterprise	2/15/2010		
March 2010			
Enterprise Agencies Follow-up on Mid-year Status Reports	3/1/2010	Planning Guidelines Updated	3/15/2010
April 2010			
		Horizon Instructions Updated	4/15/2010
May 2010			
		Agencies Begin Entering / Advancing FY 2011 Planning Data in Horizon **[See Note 1]**	5/1/2010
		FY 2011 Horizon Plan	5/31/2010
June 2010			
		Enterprise Agency Plan Reviews Complete	6/30/2010
July 2010			
		FY 2011 Annual Implementation Plan (AIP) due	7/31/2010
August 2010			
Year-End Report Due	8/15/2010		

Note 1: The program structure used in the May 1, 2010 Horizon update schedule noted above w ill be based on the FY 2010 Appropriation Act. OPB w ill update the program structure to reflect the FY 2011 Appropriation Act for any agencies that have changes to

REVIEW PROCESS

Strategic Planning and the Enterprise Agencies

Georgia Technology Authority (GTA)

- GTA will use the agency strategic plan as a basis for understanding the business case for new IT investments.

State Personnel Administration (SPA)

- SPA will use the agency strategic plan as a basis for understanding how the demands on the workforce are changing and how that impacts competencies and job families statewide.

Office of Customer Service (OCS)

- Separate customer service plan is eliminated. OCS will use agency strategic plans to identify agencies with customer-focused strategies and offer OCS planning and consultation services, such as customer service improvement, rapid process improvement, call center improvement, etc.

State Properties Commission (SPC)

- SPC will use the strategic plans to identify and coordinate similar projects and space needs across state government. Planning information will be used to coordinate the timing and implementation of infrastructure investments. To establish a uniform vision that ensures the highest and best use of the State assets.

Horizon Structure

STATE GOAL

AGENCY GOAL

Measurable Objective

Information Flow

Impact on Goals

Strategy

IT

Facility

Staff
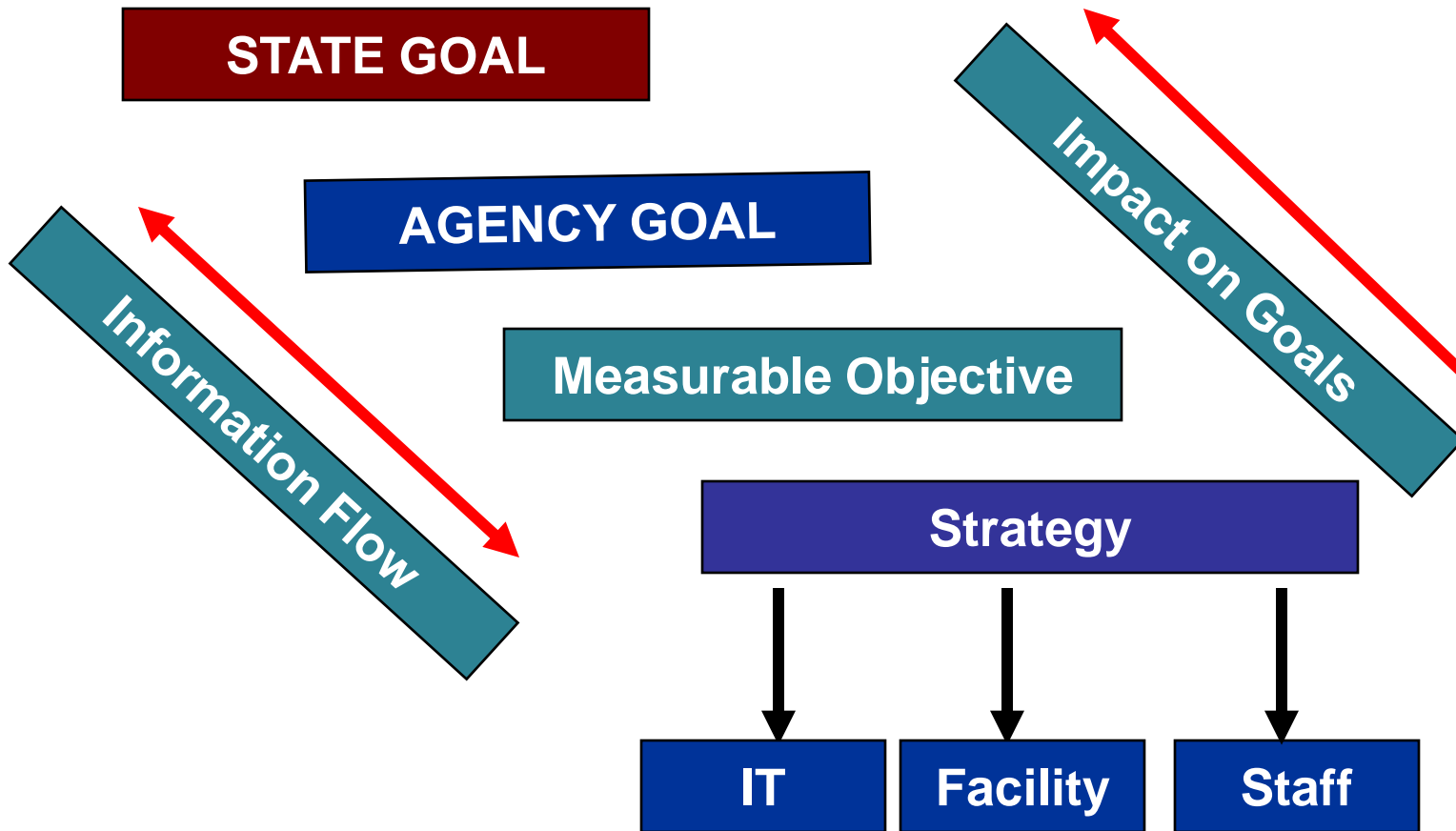
Executive Summary Report

AGENCY STRATEGIC PLAN-EXECUTIVE SUMMARY

Agency	469 - Bright from the Start: Georgia Department of Early Care and Learning
Mission	We deliver exemplary early care and education programs that improve the quality of early learning experiences, increase school readiness, and improve overall school performance.
Vision	We will increase the number of Georgia's children and families who have access to quality early care and learning programs. More of Georgia's early care and learning programs will achieve and maintain higher, measurable, research-based standards.
Core Values	We value children as our first priority. Parents are the primary care takers. Providers are our partners and intercessory care takers. Employees are valued.

Agency Strategic Plan-Executive Summary

| Goal Priority	Agency Goal	State Goal	Measurable Objectives	Strategies
1	Quality: Increase the quality, access, and safety of child care settings.	Improve student achievement. Promote safe communities and stable families where children thrive.	1) Increase the number of accreditations in child care settings by 10% by FY2012. 2) Increase Pre-K Quality Assessment scores by 10% by FY2012. 3) Lower health and safety violations in child care settings by 15% by FY2012. 4) Increase the capacity of Pre-K in public and private settings by 12% by FY2012.	1) Pre-K Quality Assessment 2) Accreditations 3) Health and Safety Project 4) Pre-K Capacity
2	Professional Development: Increase the number of qualified staff in child care settings.	Improve student achievement. Enhance the quality of the education workforce.	1) Increase the number of credentialed provider staff by 10% by FY2012. (estimate without baseline data) 2) Increase the number of credentialed DECAL staff by 10% by FY2012.	1) Professional Development System & Registry 2) Scholarships and Incentives Programs 3) Zero to Five Credential 4) Pre-K CDA Credential Requirement 5) DECAL Credentials 6) Cross Training of DECAL staff
3	Communication: Improve and expand communications, both internally and externally.	Deliver state services faster, friendlier, and easier. Provide an attractive place to work and build a career	1) Increase provider feedback scores by 10% by FY2012. 2) Increase parent feedback scores by 10% by FY2012. 3) Increase employee feedback scores	1) Web Re-facing 2) Auto Attendant Phone System 3) Enhance Parent Knowledge of Quality 4) Proactive Communications Feedback

Staffing /IT/ Facilities

Comments: Accomplishments, Changes, Progress, etc

Plan Extracts for Enterprise Agencies

AGENCY STRATEGIC PLAN(3 Year Plan)- Capital Asset/Facilities/Space Implications

Agency: 469 - Bright from the Start: Georgia Department of Early Care and Learning

Agency Strategic Goal: Quality: Increase the quality, access, and safety of child care settings.

Mission: We deliver exemplary early care and education programs that improve the quality of early learning experiences, increase scho...

AGENCY STRATEGIC PLAN(3 Year Plan)- IT Implications

Agency: 469 - Bright from the Start: Georgia Department of Early Care and Learning

Agency Strategic Goal: Organizational Excellence: Achieve excellence by producing measurable outcomes with unquestionable...

Mission: We deliver exemplary early care and education programs that improve the quality of early learning experiences, increase sch...

AGENCY STRATEGIC PLAN(3 Year Plan)- Staffing Implications

Agency: 469 - Bright from the Start: Georgia Department of Early Care and Learning

Agency Strategic Goal: Professional Development: Increase the number of qualified staff in child care settings.

Mission: We deliver exemplary early care and education programs that improve the quality of early learning experiences, increase school readiness, and improve overall school performance.

Vision: We will increase the number of Georgia's children and families who have access to quality early care and learning programs. More of Georgia's early care and learning programs will achieve and maintain higher, measurable, research-based standards.

Goal Priority: 2

State Policy Area	Description
Educated Georgia	Improve student achievement.
Educated Georgia	Enhance the quality of the education workforce.

Measurable Objectives: Increase the number of credentialed provider staff by 10% by FY2012. (estimate without baseline data) Increase the number of credentialed DECAL staff by 10% by FY2012.

					Agency Staffing Implications					
Agency Strategy	When do you plan to start work on the staffing issues related to this strategy?	When do you plan to finish implementation of the staffing activities related to this strategy?	List the type of staff effected by this strategy (contractors, State Employees)	Job family impact	Estimated change in staff(FTE)	What competencies that you don't have(or have enough of) would be needed to implement this strategy?	Is training of internal staff needed for implementation	Is training of staff in other agencies needed for implementation?	Comment
DECAL Credentials	Prior Year	FY 2012 (Yr 4)	State Employees	Education,Instruction, and Testing / Financial Manangement/Revenue / General Support Service / Information Systems/Telecom. System / Regulatory Compliance	No Change / No Change / No Change / No Change / No Change	Professional Development	No	No	
Cross Training of DECAL staff	FY 2009 (Yr 1)	FY 2012 (Yr 4)	Contracted Staff State				Yes	No	Internal training of existing staff on all programatic

State Planning Feedback Process

Agency Strategic Plan

Update Due May 31
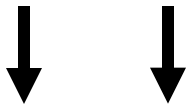
**Enterprise Agency Review
OPB, GTA, SPA, OCS, SPC**

Feedback By June 30

Strategic Planning: Information for Decision Making
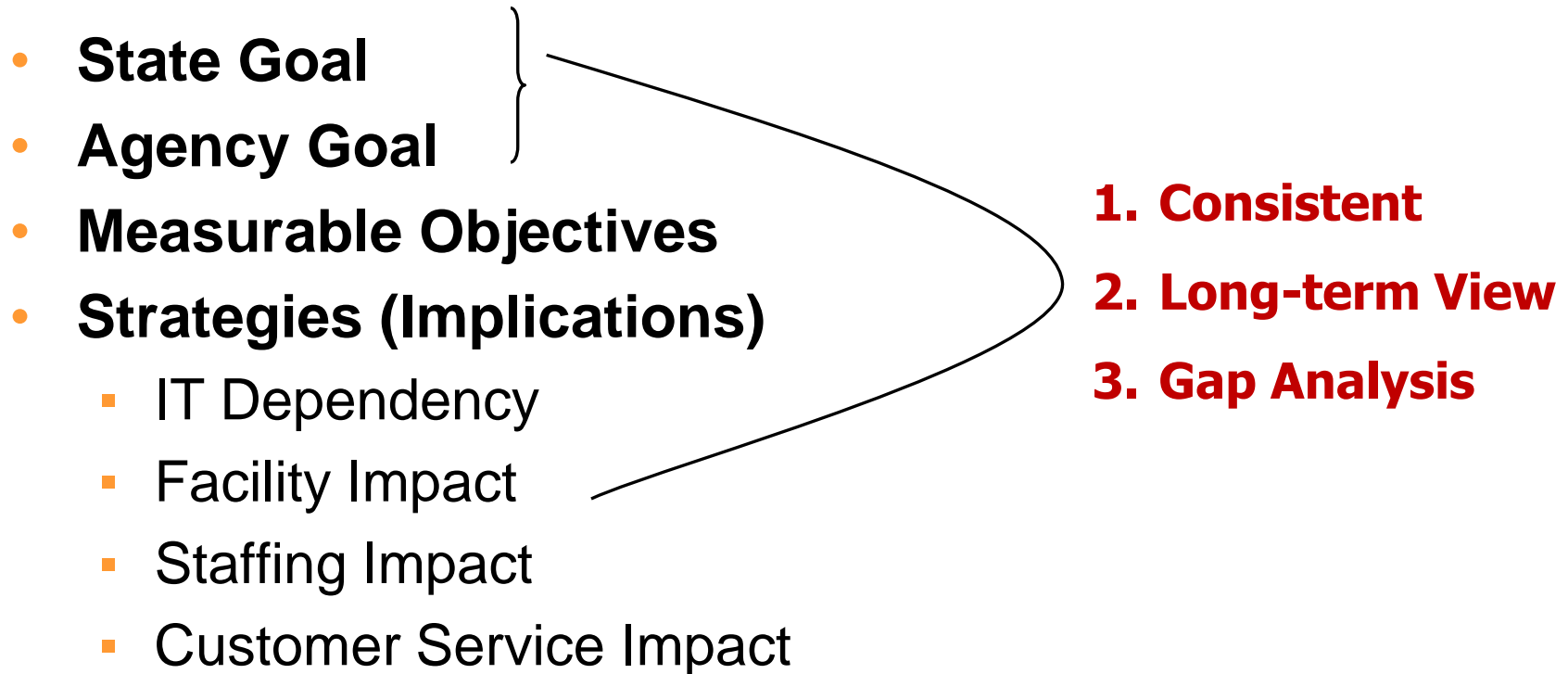
Agency Plan Utilization

- First and foremost the agency strategic plan is for the use of the agency.

- OPB will use the agency strategic plan to assess the alignment of the **agency's budget request** to the agency's strategic plan.

- The agency strategic planning information <u>informs</u> the discussion between the agency, OPB and the Governor's Policy Staff for the next **budget development cycle**.

Decision Support Tool

- **State Goal**

- **Agency Goal**

- **Measurable Objectives**

- **Strategies (Implications)**
  - IT Dependency
  - Facility Impact
  - Staffing Impact
  - Customer Service Impact

1. **Consistent**

2. **Long-term View**

3. **Gap Analysis**

Richard Young

Governor's Office of Planning and Budget

404-657-7316

Richard.young@opb.state.ga.us

QUESTIONS?

Activities leading to Information Technology Strategy

BUSINESS VISION – ENTERPRISE IT ACTION

Summary of FY10-12 findings

IT Summary from Agency Strategic Plans
(Reported to OPB by the 2009 Strategic Planning Deadline)

- About 75% provided plans to OPB

- 18 identified spending of $500K or more on IT projects

- 16 identified IT-dependent projects with no spending

- 17 identified no IT-dependent projects

- 30 Agencies identified GTA as a partner

- Georgia agencies identified 248 IT-dependent projects with projected spending of about $81M

IT Extraction/Analysis

State-Wide IT Strategic Planning

GTA Enterprise IT Strategic Planning Actions

- **Maintain relationships with agency strategic planners**

- **Review agency strategic plans**

- **Analyze each agency's objectives and strategies for enterprise opportunities**

- **Share strategic IT information across internal and external service providers**

Activities Leading to Georgia Strategy for IT

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┌─────────────────────────────────┐
│   State Strategic Plan          │
└─────────────────────────────────┘
          │        ▲
          ▼        │
┌─────────────────────────────────┐
│                                 │
│     Agency Strategic Plan       │
│                                 │
└─────────────────────────────────┘
          │        ▲
          ▼        │
┌─────────────────────────────────┐
│   Annual Strategic Work Plan    │
├─────────────────────────────────┤
│   Strategies and Initiatives    │
└─────────────────────────────────┘
```

Timeframe:
- **3-year plan**
- **Agency annually reassesses**

Contents:
- **Mission**
- **Vision**
- **Enterprise Issues, Barriers, Opportunities**
- **Goals**
  - **Alignment to State Goal**
  - **Measurable Objectives and other measures**
    - **Strategies**
      - **Description and Impact**
      - **Cost estimate/order of magnitude**
      - **When will you do it?**
      - **Benefit to customers**
      - **Impact on staffing?**

      - **Impact on IT?**
      - **Impact on facilities/space?**
      - **What budget programs are impacted?**
      - **Key Partners**

Used By:
- **Agency to lead and communicate direction**
- **Policy collaborative to see each agency's contribution toward a statewide strategy**
- **OPB, GTA, SPA, SPC for statewide planning**
- **Stakeholders to see agency strategic priorities**

Agency Strategic Plan

Agency IT Dependencies

Extracting IT Intelligence

Agency name	Initiatives	Identified Spending	GTA Partner? (yes/no)	Business Drivers						
				Funding changes	Increase or decrease in business	Legislative changes	Process changes	Service addition	Technology equipment spending	Security

Activities Leading to Georgia Strategy for IT

- **Enterprise Strategic Planning (Vision for Georgia)**
- **Agency Strategic Planning**
    - Agency Vision, Mission, Goals, Objectives, _Strategies_
    - IT-dependency; _(supporting IT planning)_
- **Enterprise Agency Plan Review – IT**
    - Strategic Plan Review
    - IT-dependency identification
    - Impacting trajectories: infrastructure, network, _applications,_
    - Project planning (near-term activities)
- **Feedback to Agencies**
    - Warnings: Business Continuity, Security, Risk
    - Timelines
    - _Success in other states or other agencies_

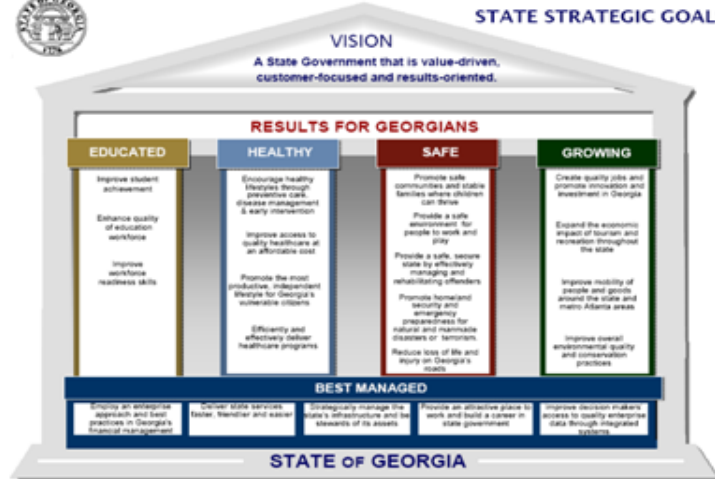# Focus on **IT** in the Strategic Plan

What GTA would like to know about strategies that depend on IT

- Business Drivers *(Funding, Demand, Legislative, Process, New Services, Technology Equipment Spending, Security)*

- Project, application and system dependency

- Scope of agency impact (does it affect more than the current effort)

- Known enterprise (state-wide) implications or complimentary efforts in other agencies

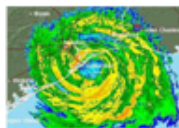**Examples of how strategic planning information is used**
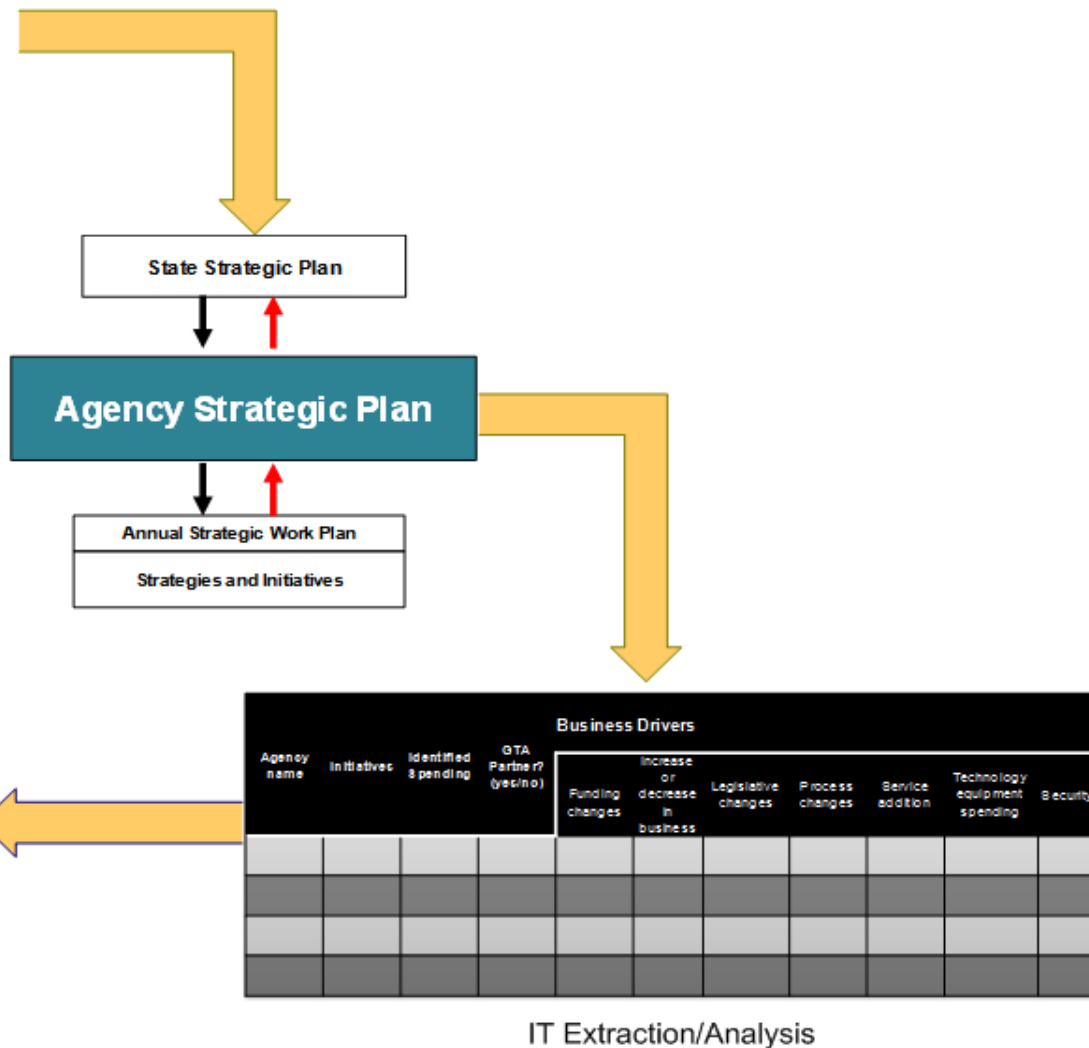
INFORMATION SHARING

Sharing IT information
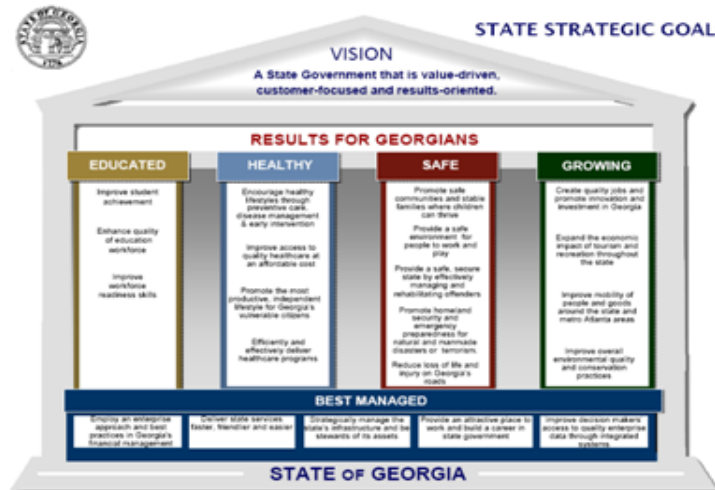
Information Sharing

Agency Strategic Plan Consumers

- **Business Continuity Planning**

- **Security Planning**

- **GTA Service Delivery Consultants** *(for better understanding of the agencies they serve)*

- **GTA Portfolio Management team** *(cross reference to verify data and anticipate new projects)*

- **GTA Vendor Management Organization & Service Providers (IBM, AT&T and others as needed)**

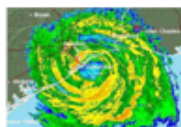# Business Continuity & Information Security

- **Continuity for processes supporting new strategies**

  - Existing processes may become more critical

  - New processes must be evaluated

- **Confidentiality, integrity and availability of information used in new strategies**

  - When existing processes are used with new information, security issues may arise

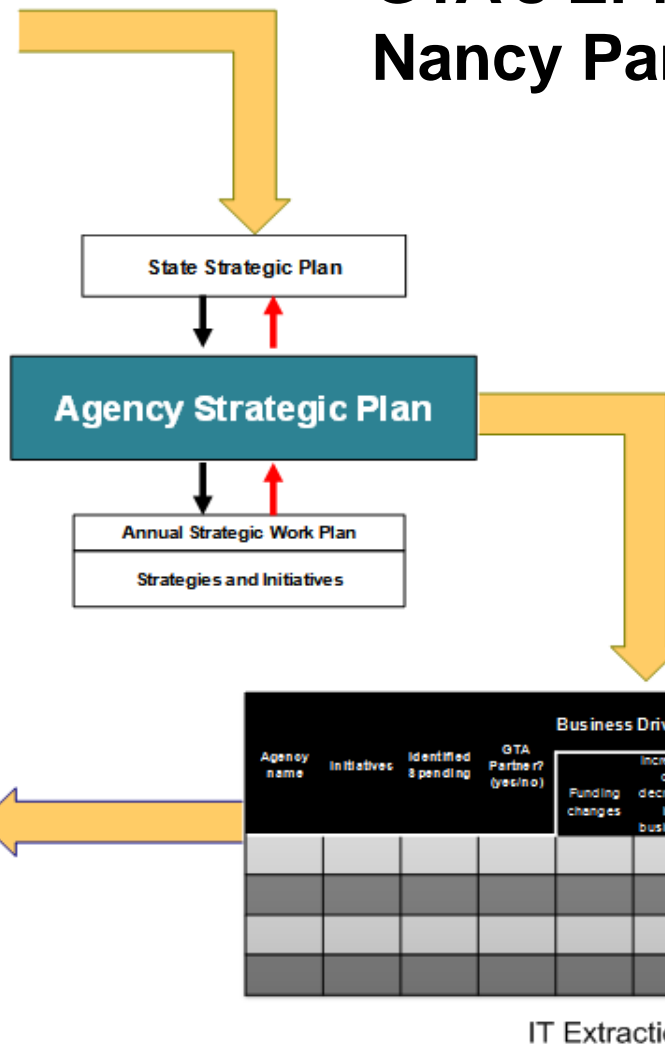 - New processes must be assessed from a security perspective

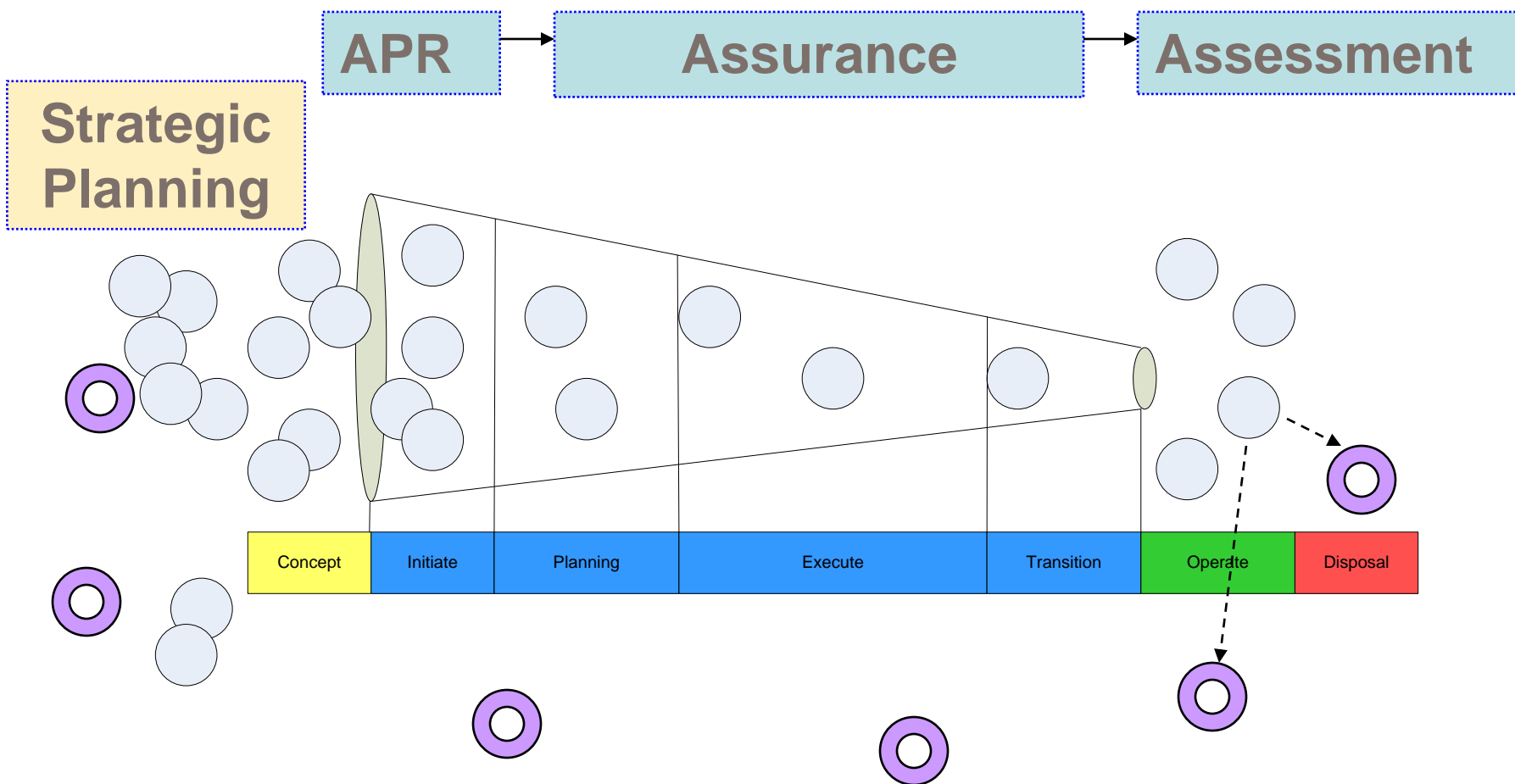# Sharing IT information: GTA's EPMO
Nancy Parrott

E.*P*.M.O.
(The four "P"s)

- **P**roject/**P**rogram Assurance

- **E**nterprise **P**ortfolio Management

- **P**erformance Life Cycle

IT Investment Management

APR → Assurance → Assessment

Strategic Planning

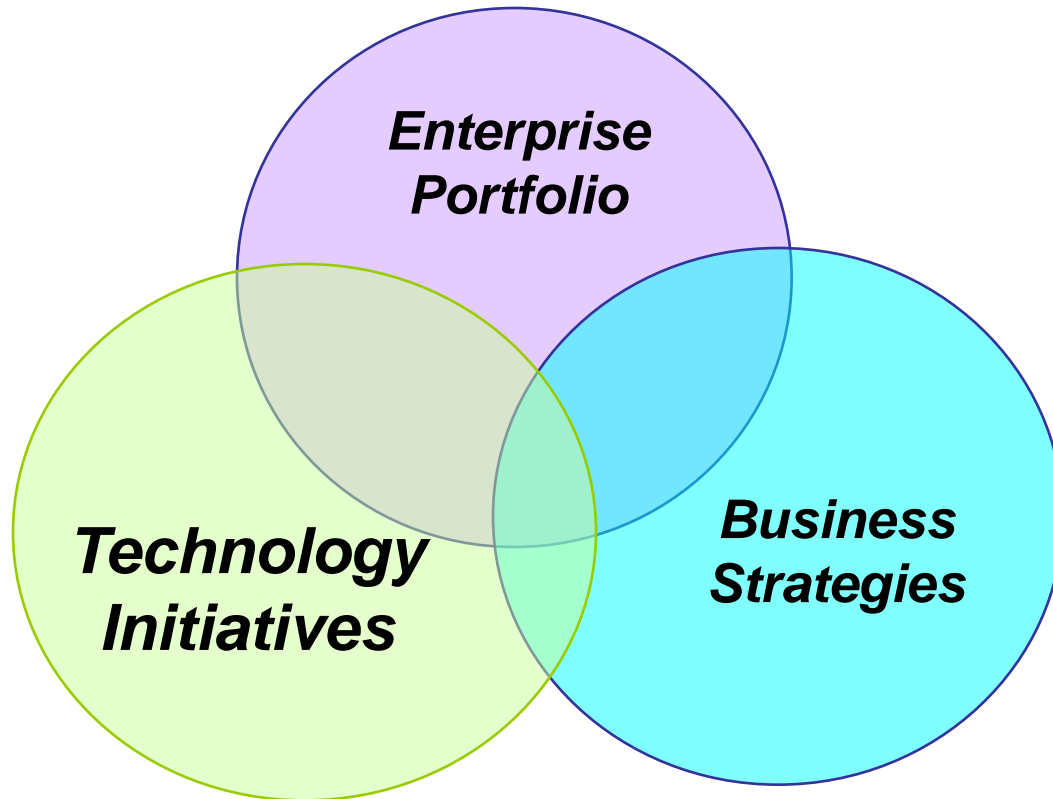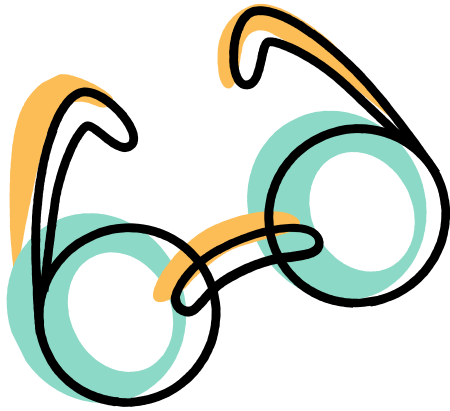| Concept | Initiate | Planning | Execute | Transition | Operate | Disposal |

A Look Back

- **Worked with Enterprise Planning group**
- **Captured and logged S.P. projects**
- **Reviewed throughout year as APRs were submitted**
- **Periodic updates as resources allowed**

Technology Investments

Enterprise Portfolio

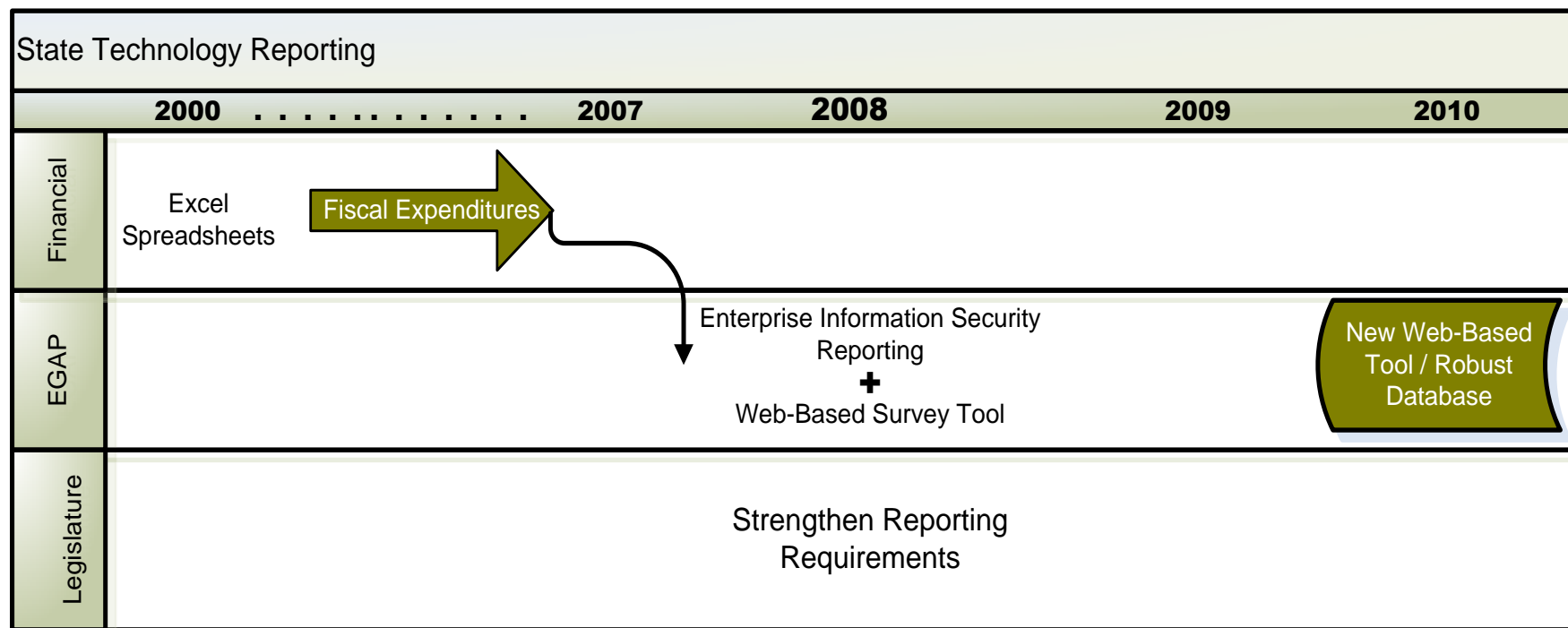Technology Initiatives

Business Strategies

New Vision

- **Review data from multiple sources**

- **Use strategic plan projects as baseline for forecasting**

- **Review with agencies periodically throughout the year (PRBs)**

- **Use annual application assessments to feed strategic planning activities**

IT Reporting

State Technology Reporting					
	2000 . . . . **2007**	**2008**		**2009**	**2010**
Financial	Excel Spreadsheets	Fiscal Expenditures			
EGAP		Enterprise Information Security Reporting **+** Web-Based Survey Tool			New Web-Based Tool / Robust Database
Legislature		Strengthen Reporting Requirements			

New Reporting Application

- **Rolled out in conjunction with new reporting standard**

- **Cross functional information gathered – no longer just expenditure data**

- **On-line for agency updates**

- **Data available year-round for updates and edits – with scheduled reporting deadlines**

DATES

- **Reporting Standard**   **3/31/2010**
- **On-Line Tool Available**   **6/ 1/2010**
- **Entries/Updates Complete**   **7/31/2010**
- **IT Report Published**   **10/ 1/2010**

Data Cheat Sheet

| Agency |
| --- |
| Name |
| Contact info.
-Head
-CIO
-SAISO
-Privacy Officer
-BC Planner
-PMO |
| Branch of Govt. |
| # of employees |
| IT Costs at the account level |
| Security reporting responsibility |
| Security program in place |
| Security governance structure |
| Security standard accessibility |
| Security communication practices |
| Security training completed |
| Business continuity plan questions |
| Security incident mgmt. plan |
| # and type of incidents |
| Incident notifications |

Application
Name
Business owner info.
Program Code
Purpose/Business Function
Criticality
Security Plan in place
Business Owner Approval for Ops
Commission date
Expected Life
Upgrade planned?
Source of software
App support model
Hardware platform and op system
Primary Data Service
Application architecture
Processing types
Data sources
# of users
Business Users Supported (type)
Customer Sat. survey done
FTE support
YTD Expenditures
FY budget
Risks/Challenges

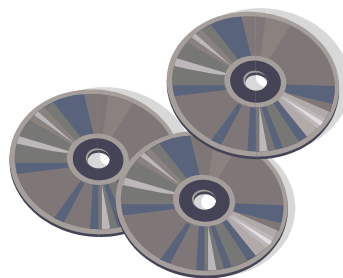| System |
| --- |
| Name |
| Purpose |
| Security Impact Categorization |
| Info. Security Plan details |
| FISMA Security assessment done |
| Business Owner Approval for Ops |
| Disaster Recovery Plan questions |
| Service Provider |
| FTE support |
| Annual Infrastructure expenditure |

Projects
Name
Project manager
Purpose
Last Stage Gate conducted/date/result
Planned/Actual Start date
Planned/Actual Finish date
Agency priority
Funding source by project and fiscal year
Est. spend at completion

State IT Report

HORIZON

GTA SMO

Annual Agency Reporting

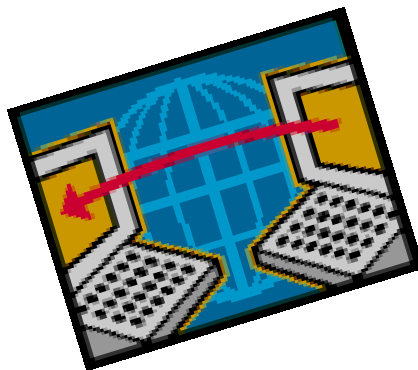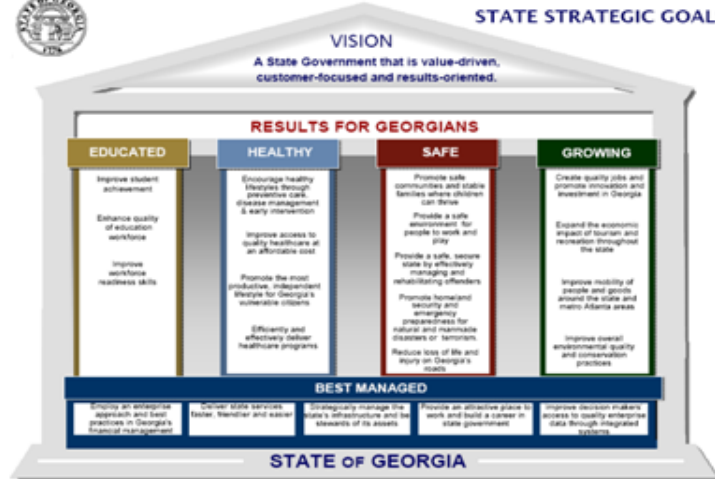EPMO Portfolio

PeopleSoft

LDRPS
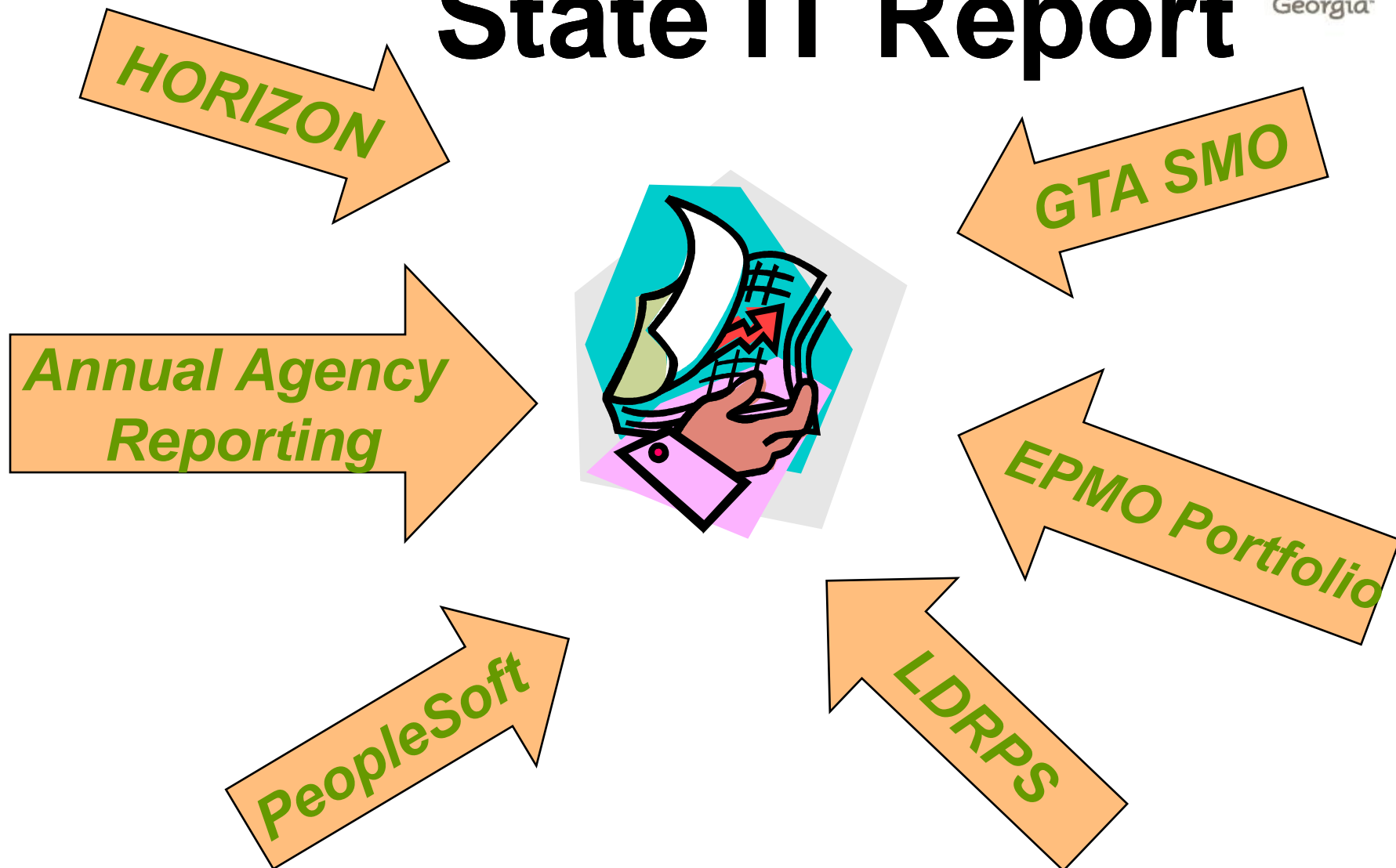
WIIFM?

- **Accessible information on your technology environment**

- **Provide support to get through the budget cycle**

- **Understand risks with your existing portfolio**

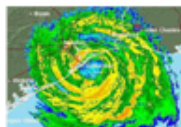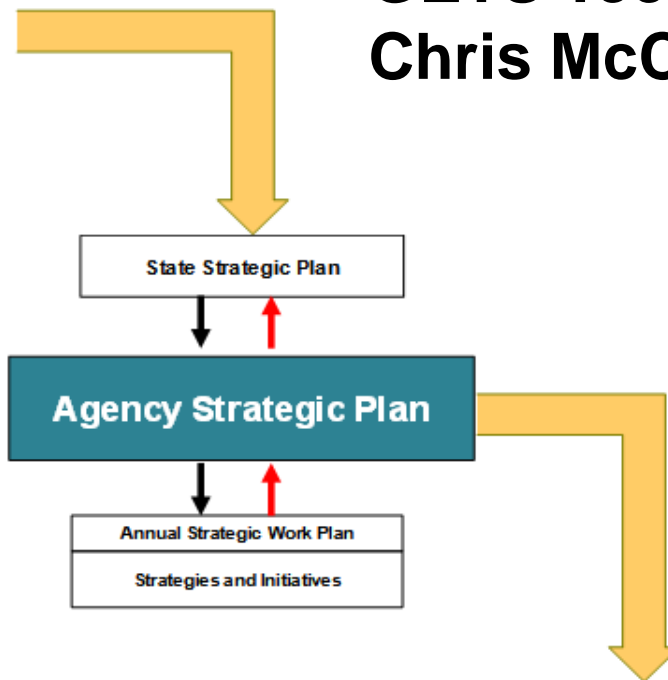- **Ensure the best bang for the buck for entire state**

Technology? – NAH!

Sharing IT information:
GETS Technology Plan
Chris McClendon

GETS Technology Plan

What we'll talk about

- **What is Georgia Enterprise Technology Services (GETS)?**

- **GETS Technology plan overview**

- **How the Technology Plan fits into the Strategic Plan**

- **How the plan is structured**

- **What the Service Providers are looking for**

- **Summary and take away**

What is Georgia Enterprise Technology Services (GETS)?

- **GTA and 13 state agencies privatized their IT service delivery with two primary providers, IBM and AT&T**

- **Infrastructure services from IBM**
    - Mainframe
    - Servers
    - Printing
    - Service desk
    - End-user computing (desktop)
    - Disaster recovery and security

- **Managed network services from AT&T**
    - Wide area network (WAN), local area network (LAN) and voice
    - All state agencies and some locals buy WAN and voice services through GETS

- **Benefits**
    - Greater security
    - Standard support model
    - Disaster recovery
    - Detailed, transparent billing

Technology Plan Overview

- Technology Plan reviews projects and strategies on a 3 year time frame

- Gathers GETS agency, and State needs for technology services

- Provides an analysis of the Statewide, and agency goals

- Updates the plan with new initiatives on an annual basis

- **What are the benefits?**
  - Service Providers understand agency needs
  - Resources are more likely to be available to meet needs
  - Professional organization designing and planning service deployment and ongoing support

How the Technology Plan fits

Strategic Plans

Agency

Agency

Refine

ATT

Review

IBM

Refine

GTA

GETS Technology Plan
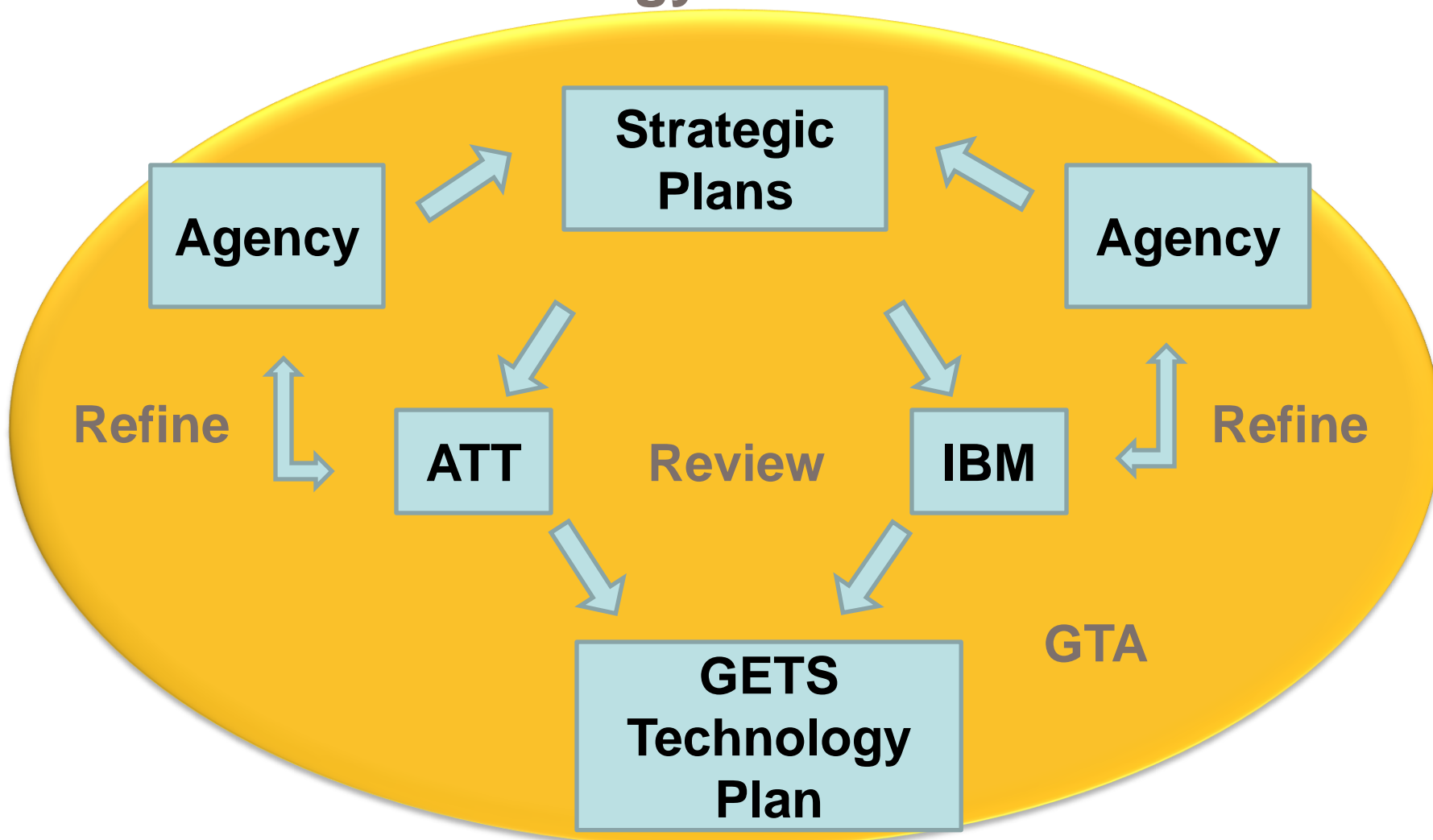
How the plan is structured

- Overview and Analysis

- Technologies and Strategies

- Planned Projects

- Agency Specific Environments

What the Service Providers are looking for in Strategic Plan

- Common IT Initiatives

- Business Application needs and changes

- IT Lifecycle needs and concerns

- New sites planned

- New technology deployments, Example: (Wireless LAN/WAN)

- IT Regulatory Requirements

- Where the agency thinks IT needs to be improved

Summary and take away

- **What information should you put into your strategic plan?**
  - Business Application information
  - New sites
  - New technologies
  - IT Regulatory Requirements
  - Changes in the agency direction and goals

- **What is the benefit to your agency?**
  - Service providers will be more responsive to agency needs
  - Resources are more likely to meet growing demands
  - Professional organization designing and planning service deployment and ongoing support
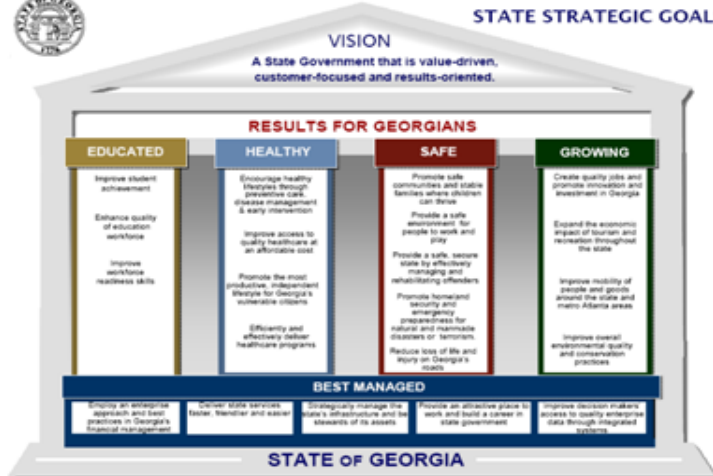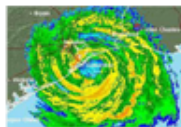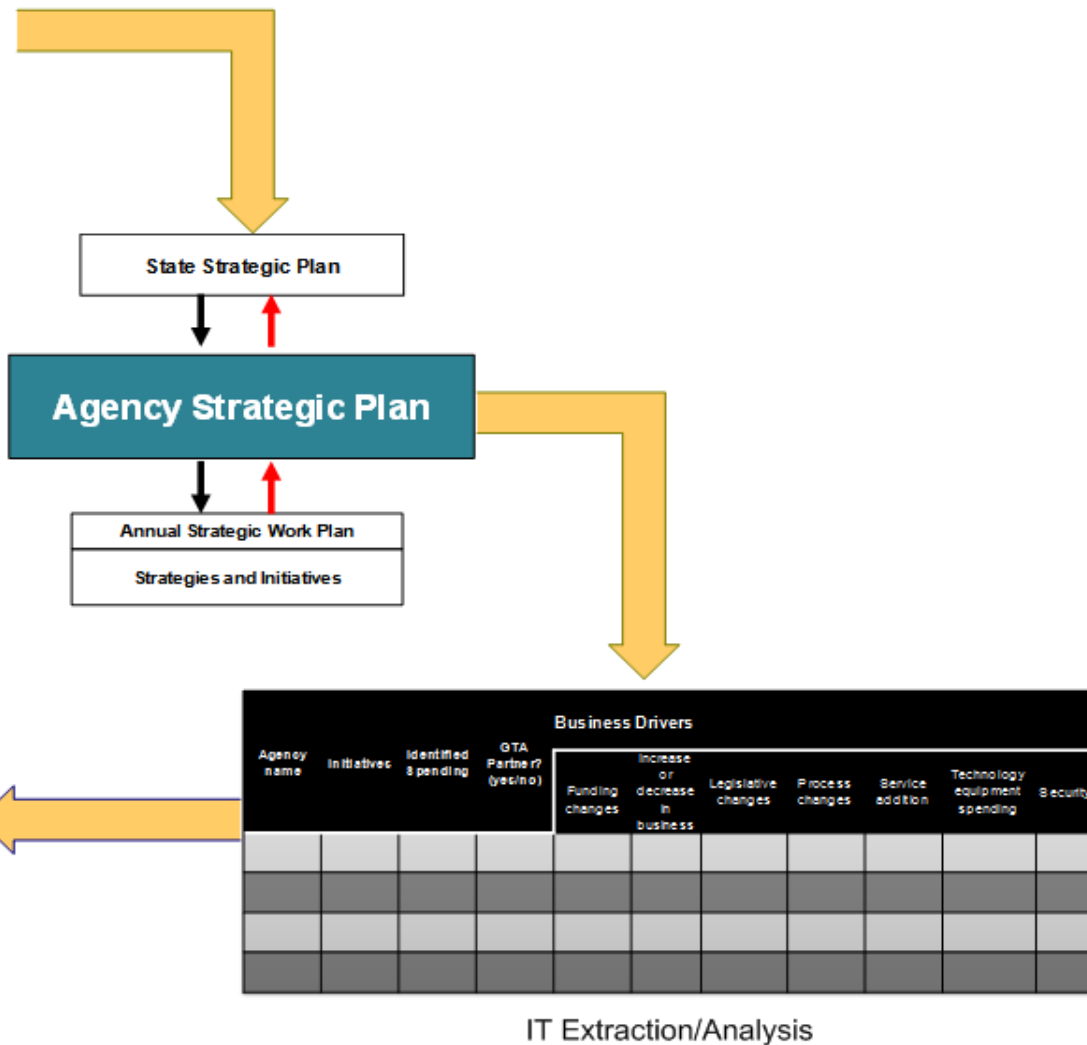
Strategic Planning for IT
Wrap Up – Mike Curtis

What GTA Needs from You

Full Participation in Georgia's Strategic Planning Process

- Business Drivers *(Funding, Demand, Legislative, Process, New Services, Technology Equipment Spending, Security)*

- Project, application and system dependency

- Scope of agency impact (does it affect more than the current effort)

- Known enterprise (state-wide) implications or complimentary efforts in other agencies

- New sites planned

- General IT improvements identified

Benefits to Agencies of Strategic Planning for IT

- **Enterprise support resources have the information they need –** *(Fewer administrative delays after project launch)*

- **Agency leadership has better information up front for better decisions**

End Result: Alignment with Vision

Questions   ???

Joe Coberly

GTA Enterprise Strategic Planning

404-463-8134

joe.coberly@gta.ga.gov

Nancy Parrott

GTA Enterprise Program Management Office

404-463-4417

nancy.parrott@gta.ga.gov

Richard Young

Governor's Office of Planning and Budget

404-657-7316

richard.young@opb.state.ga.us

Chris McClendon

GTA Vendor Management Office

 404-656-9429

chris.mcclendon@gta.ga.gov

END